

Common Benefits and Business Trends of Current DIT Priority Initiative

This section explores the common business drivers, benefits and justifications that are listed across the 24 top initiatives. All of the top 24 initiatives include multiple benefits and business cases. For this reason each trend has been assigned a visual ICON. These icons have been displayed to quickly define what benefits each initiative carries with it. These common benefits, business trends, and justifications fall into the following eight categories:



Migration away from mainframe or obsolete technology

These initiatives have stated the goal of migrating away from obsolete platforms and moving toward a more sustainable and open technical environment.



Web-Based application, service, or solution

This trend is pervasive throughout the DIT initiatives. With the exception of only one initiative all technology efforts include a web component or are entirely web-based.



Cost Reduction

These initiatives will reduce overall costs to the State of Michigan, DIT or the specific Agency they serve.



Additional State Revenue Collection

These initiatives will increase revenue dollars either through new functionality, increased automation, decision support mechanisms or new interface data.



Application and Data Interoperability

These initiatives include multiple sources of data and/or application logic across agencies and technical platforms. They represent significant strides in reducing systems complexity, defining technical standards, introducing new connection methods, or centralized application functions.



Customer Service Improvement

Several Initiatives cited major improvements to customer service as a key goal. These improvements include systems performance, increased access, increased information, automated decisions support, common look and feel, and newly automated functionality.



Increased Security and Privacy

These initiatives will increase overall systems security, disaster recovery capability, proactive monitoring, and privacy protection.



Legislatively Mandated Project or Initiative

These initiatives are mandated legislatively either at the Federal or State level.

Initiative Summaries

The following is a brief description of each initiative included in this strategic analysis. These descriptions depict a brief overview of the projects in question and their intrinsic business value.

Initiative: Criminal History Record System Rewrite



This project will replace the existing Unisys mainframe based Computerized Criminal History system. The overall objective of this project is to significantly increase the Criminal Justice Information Center's ability to provide public safety services to its internal and external customers. Additionally, the completed project will improve the accessibility, maintainability, and features of the State's criminal history database while reducing the cost of maintaining and disseminating the data.

Initiative: Commercial Vehicle Information Systems and Networks (CVISN)



CVISN is a Federal Motor Carrier Safety Administration (FMCSA) initiative created to address safety compliance as well as establish an efficient business system. The goal of CVISN is to improve the safety and efficiency of commercial vehicle operations (CVO) and allow for CVO transactions to be accomplished electronically by 2005.

Initiative: Law Enforcement Agency Management System (LEAMS)



The Law Enforcement Agency Management System (LEAMS) is a computerized law enforcement system that will provide a fully automated case and records management system for the Michigan Department of State Police and requesting local law enforcement agencies. It is envisioned to support the law enforcement functions of case management, incident reporting, property entry and tracking, crash reporting, citation generation, limited activity reporting, and intelligence reporting. LEAMS is also expected to provide a fully integrated system by offering interfaces with mobile data devices, LEIN/NCIC/NLETS, MICR, and Crash. The MSP is procuring this application for immediate configuration and implementation for the MSP and authorized partner agencies. In addition, the MSP is seeking to establish a contract that additional Michigan law enforcement agencies could license and use the full LEAMS application to support their operations or individual components of the LEAMS application to subsidize their existing operations.

Initiative: Web Enabled Law Enforcement Officer Licensing System (MCOLES)



The MCOLES Information and Tracking Network (MITN) will be a secure, web-enabled application that will allow the MCOLES constituents to provide and obtain information mandated by state statute. The system will allow direct single entry of information by agencies for submission to the MCOLES and allow the MCOLES to immediately verify and respond to requests for enrollment, standards verifications and license issuance. The client-server portion of the system, which will be open to internal staff, will provide the MCOLES with better, more efficient means of communicating with the criminal justice system in a timely manner. It will also enable MCOLES staff to create reports and provide information to constituents as well as to the legislature, the public and the Commission itself.

Initiative: Offender Management Network Information (OMNI)



A parole/probation tracking system that will transition the Department from a manual, individual investigation/supervision system to an automated department-wide system. In addition to automating the majority of investigative and supervision tasks and responsibilities, OMNI will incorporate case management information for over 50,000 probationers and expand the information maintained on parolees and prisoners under community supervision. OMNI will also serve as the base for a prisoner tracking information system to replace the CMIS mainframe application. OMNI is a collection of several application modules that include mainframe migration projects and new development.

Initiative: Customer Service Improvement Project (CRM Customer Relationship Management)



Michigan taxpayers will now have access to a state-of-the-art multi-channel *Customer Contact Center*, within the Michigan Department of Treasury to deal with their queries regarding individual or business tax issues, current state tax law, or Treasury Department rules and regulations.

The focus of this initiative is to improve customer service. This is being achieved through the implementation of Siebel Customer Relationship Management software as the core support for a redesigned customer service operation. It includes the consolidation of all customer contact data across all channels: telephone, web, Interactive Voice Response (IVR), email and paper correspondence. Inquiries from taxpayers will be handled using a skills based routing approach which routes the taxpayer to a customer service agent with the requisite skill to deal quickly and effectively with the issue.

Customer self-service functions are being made available through the IVR and web. This initiative introduces a number of efficiencies for the contact center that will increase the service level and speed with which customer issues are resolved.

The solution will use COTS software, which has been configured to provide the necessary functionality. Not only does this enable a quick implementation but also a clear upgrade migration path.

Initiative: Document Imaging and Management System



Provides the backbone to the Gaming control Board's (MGCB) process that accounts for \$90 million in Wagering Tax annually with an additional \$27 million in Annual Assessment Fee.

Initiative: MEAP/MERIT



Establishes a data store of student names and ID numbers for the proper recording of annual assessment test results. These results are the source of data that drives the award of MERIT Scholarships statewide. Also will provide tracking of individual student performance on statewide assessment tests from year-to-year to satisfy the requirements of the No Child Left Behind legislation.

Initiative: Motor Fuel Compliance Program



Gas tracking and return processing should account for an increase of \$50-90 Million in Motor Fuel taxes annually.

Initiative: Redesign Municipal Finance Operation



A program to receive financial data from local units of government that can be used as indicator of early warnings for oversight of local units of government coming under financial distress thereby saving State and local dollars.

Initiative: Crash Process Redesign (CPR)



Complete redesign of the Traffic Crash Processing system. Involves State Police, Department of State, and Department of Transportation including stakeholders from Statewide Planning Organizations, County Road Commissions, and State Municipalities etc. The project will eliminate reliance on outdated mainframe and COBOL legacy system.

Initiative: Intranet Migration



The migration of agency internet websites to the common Vignette platform showed both financial benefits and resource savings. The purpose of this project is to migrate all of the agency intranet websites to a common Vignette Multi-Content Management system to realize the same type of benefits.

Initiative: Birth Registry



The purpose of the Vital Records area is to capture legal and statistical information regarding births for the State of Michigan, respond to citizen's requests for copies or changes and to provide data as authorized to other internal systems and state or federal agencies. The project's objectives are to consolidate two existing systems into a web system. The new system will improve the timeliness of access to newly registered births, include functionality for use by FIA staff and consolidate several decades of birth records into one database. Upon implementation of the first phase, MDCH will be in a consolidated position to address the 2003 federally mandated birth record changes.

Initiative: Customer Information Management System (CIMS)



The CIMS project was created to start the process of creating a common look and feel across applications and reduce the mainframe costs for the Family Independence Agency. The project includes mainframe consolidation onto one mainframe platform, more uniform navigation, an up to date web look, and merging of databases. The benefits of the project are workload reduction, elimination of data synch errors, time saving and user friendly environment for customers, simplification of processes, standardization of applications and reduced training time for staff. This project is currently estimated at \$22 Million.

Initiative: HIPAA

The purpose of this project is to modify the Michigan Medicaid Invoice System to comply with the Health Insurance Portability and Accountability Act (HIPAA). Health care providers, from hospitals and doctors' offices to insurance brokers, to the biggest enterprise offering a health care plan, have a massive undertaking in front of them trying to come into compliance with the Health Insurance Portability and Accountability Act (HIPAA). The act is an initiative to develop standards and requirements for a secure transfer of health information that identifies individual patients.

Initiative: MCIR

The purpose of the Michigan Childhood Immunization Registry (MCIR) is to protect communities from vaccine preventable diseases and to assure that all children in MI are appropriately immunized. The project's objectives are 1) to develop system components to meet the few CDC minimum registry criteria that are unmet such as inclusion of Medicaid and vital records information and 2) convert to web system to make it more accessible to providers.

Initiative: MICSES

This initiative represents the federally mandated system for Child Support. It is responsible for establishing, maintaining court orders, increasing collections, and enforcement of the child support program within the State of Michigan. This system interfaces with numerous agencies and other States on an ongoing basis. The project is facing steep federal fines if not completed this fiscal year (2003).

Initiative: Services Worker Support System (SWSS)

This project supports the FIA Services Workers and Management staff. The supported programs are Children Protective Services, Child Foster Care, Adoption and Juvenile Justice. These programs protect and serve the most vulnerable population in the State of Michigan. New modules for accelerated structured decision making allow for increased efficiencies sorely needed due to staffing issues. This also encompasses a rewrite of the Child Abuse and Neglect System (CANS).

Initiative: Centralized Electronic Payment Authorization System (CEPAS)



The State of Michigan is seeking an enterprise-wide, electronic payment module that supports all major credit card, debit card, electronic check, and ACH transaction. The Payment module must accept payment information from a variety of input systems including the internet, interactive voice response (IVR) including touch-tone, remittance machines, key entry, point-of sales devices, and other interfaces. Payments could be single entry and recurring from both corporate and consumer clients. Treasury is the primary sponsor of the CEPAS Project. Centralization of this process will save development and support costs in the future.

Initiative: Electronic Discharge Monitoring Reports (e-DMR)



The DEQ is working in cooperation with the Environmental Protection Agency (EPA) to develop a centralized data exchange method and a working data repository that will set the stage for interstate communication. This process begins with the creation of a nation-wide node and the electronic submission of discharge reports from Michigan. E-DMR serves web-based users via Internet and shares data with the NMS database hosted within the DEQ LAN.

Initiative: Land Ownership Tracking System (LOTS)



This identifies DNR land ownership records, which include 4.5 million surface acres and 5.9 million mineral acres. This system is used by the entire DNR, other State agencies and local units of government. In addition, it directs the fund distribution of mineral revenue. A new system (LOTS) was presented to the Natural Resources Commission. The LOTS system is linked up to the graphic information system, which shows all the information in a geographic format.

Initiative: Vegetative Management System (VMS)



The Vegetative Management System (VMS) tracks vegetative changes in land cover brought about by timber sales. The system will replace the current antiquated Timber Sale System making major improvements in quality control and data analysis abilities. It will be used to manage the 750 sales treating 55,000 acres of the 3,900,000 acres of State Forest each year. These sales bring in \$24 million dollars of revenue to the State each year. This initiative is the

State of Michigan's pilot project for assessing the capabilities for Microsoft Corporation's .NET suite of application products.

Initiative: Electronic Claimant Filing



Allows unemployed Workers to file initial claims via the internet, Employers to file quarterly wage data and to file claims for their employees via the internet, Unemployed workers will also be able to file additional claims via remote terminals at Claims centers. This initiative helps improve customer service despite the loss of nearly 50% of staff lost to early retirement.

Initiative: Secure Michigan



The new Chief Information Security Officer (CISO) was charged with assessing the risks, threats, and vulnerabilities of State computer systems and recommending a new security framework and strategic plan including organizational roles & responsibilities for the State of Michigan government. The Secure Michigan Initiative is the culmination of this effort. In order for the State of Michigan to begin the task of meeting the imminent security regulations from the federal government, the Secure Michigan Initiative must be addressed.

Initiative: Center for Geographic Information (CGI)



The Michigan Center for Geographic Information (CGI) provides leadership, technical expertise and policy for the development, use, dissemination, promotion and sharing of geographic information in the state of Michigan. The Center's mission will enable state government to more effectively and efficiently serve the citizens, businesses and other governments of the state in areas of public protection, homeland security, economic development, environmental protection and transportation.

Initiative: Local Government Network (LGNET)



LGNET initiative will provide extranet access to all state departments for county state and local government users. Currently, each state department has individual links into the counties where that department has offices for local users. This initiative will consolidate these department lines as well as provide access for local county The government users. The Department of Corrections

OMNI access, the state court administrators and local law enforcement users will be integrated into the LGNET. The LGNET initiative will be implemented for the 83 counties in 5 phases. Each phase will provide access to the LGNET for a specific number of counties.

Initiative: Data Center Facilities Consolidation



The consolidation of data center facilities, Lansing file servers, e-mail and network operating systems. The objective is to consolidate 24 Distributed Processing Operations (DPO) data centers and 83 Lansing locations into 3 or 4 data centers with centralized and/or consolidated servers. Benefits to the state are:

1. Lower Server Management Costs
2. Reduce Software Licensing Fees
3. Reduced Growth Costs
4. Improved Scalability and Responsiveness
5. Reduced Power and Facilities Costs
6. Reduced Support and Contract Costs
7. Increased Availability
8. Improved Security
9. Enable Standardization

The initiative will provide the following results.

1. Consolidate DPO Data Centers
2. Centralize DPO Servers
3. Consolidate downtown Lansing File Services
4. Consolidate e-mail
5. Consolidate Network Operating Systems (NOS)
6. Interface Enterprise Management Systems (EMS) Component